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PATENT APPLICATION
Serial No. 10/649,043



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: FRANKLIN, et al.

Serial No.: 10/649,043

Filing Date: August 26, 2003

Group Art Unit: 2640

Confirmation No.: 4128

Title: **SYSTEM AND METHOD FOR CUSTOMIZED
INTELLIGENT CONTACT ROUTING**

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Technology Center 2600

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Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

TC 2600 CSO
STATUS RESPONSE DATE

FEB 8 2005

Initials: UBatie 11-14
EXP'D OA: First Examination NO.
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I hereby certify that this paper or fee is being deposited with the United States Postal Service "1 ST Class Mail Postage Paid to Addressee" service under 37 CFR §1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.	
Name:	<u>Candice R. Rockett</u> Candice R. Rockett
Date:	<u>October 26, 2004</u>

REQUEST FOR STATUS

Please advise the status of the above-identified patent application. The Filing Receipt was received November 17, 2003. Applicant is currently awaiting a first Office Action.

TC 2600 CSO
STATUS INQUIRY
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DAL01:822861.1

Initials: UB
RIP 2/8/05